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PATENT COOPERATION TREATY

PCT

NOTIFICATION OF ELECTION

(PCT Rule 61.2)

From the INTERNATIONAL BUREAU

To:

United States Patent and Trademark
Office
(Box PCT)
Crystal Plaza 2
Washington, DC 20231
ETATS-UNIS D'AMERIQUE

in its capacity as elected Office

Date of mailing (day/month/year) 23 September 1997 (23.09.97)	
International application No. PCT/GB97/00395	Applicant's or agent's file reference A25020/WO
International filing date (day/month/year) 12 February 1997 (12.02.97)	Priority date (day/month/year) 12 February 1996 (12.02.96)
Applicant O'BRIEN, Paul, Declan et al	

1. The designated Office is hereby notified of its election made:



in the demand filed with the International Preliminary Examining Authority on:

05 September 1997 (05.09.97)



in a notice effecting later election filed with the International Bureau on:

2. The election ☒ was

was not

made before the expiration of 19 months from the priority date or, where Rule 32 applies, within the time limit under Rule 32.2(b).

The International Bureau of WIPO 34, chemin des Colombettes 1211 Geneva 20, Switzerland Facsimile No.: (41-22) 740.14.35	Authorized officer A. Addae-Ruesch Telephone No.: (41-22) 338.83.38
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09/043406

19

PATENT COOPERATION TREATY

REC'D 29 APR 1998

WIPO PCT

PCT

INTERNATIONAL PRELIMINARY EXAMINATION REPORT

(PCT Article 36 and Rule 70)

Applicant's or agent's file reference A25020/WO	FOR FURTHER ACTION	See Notification of Transmittal of International Preliminary Examination Report (PCT/IPEA/416)
International application No. PCT/GB97/00395	International filing date (day/month/year) 12/02/1997	Priority date (day/month/year) 12/02/1996
International Patent Classification (IPC) or national classification and IPC G06F17/60		
Applicant BRITISH TELECOMMUNICATIONS PLC et al.		

1. This international preliminary examination report has been prepared by this International Preliminary Examining Authority and is transmitted to the applicant according to Article 36.



2. This REPORT consists of a total of 6 sheets, including this cover sheet.

- ☒ This report is also accompanied by ANNEXES, i.e., sheets of the description, claims and/or drawings which have been amended and are the basis for this report and/or sheets containing rectifications made before this Authority (see Rule 70.16 and Section 607 of the Administrative Instructions under the PCT).

These annexes consist of a total of 5 sheets.

3. This report contains indications relating to the following items:

- I ☒ Basis of the report
- II ☐ Priority
- III ☐ Non-establishment of opinion with regard to novelty, inventive step and industrial applicability
- IV ☐ Lack of unity of invention
- V ☒ Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement
- VI ☐ Certain documents cited
- VII ☒ Certain defects in the international application
- VIII ☒ Certain observations on the international application

Date of submission of the demand 05/09/1997	Date of completion of this report 22.04.98
Name and mailing address of the IPEA/  European Patent Office D-80298 Munich Tel. (+49-89) 2399-0, Tx: 523656 epmu d Fax: (+49-89) 2399-4465	Authorized officer Mengele, S Telephone No. (+49-89) 2399-2720 

**INTERNATIONAL PRELIMINARY
EXAMINATION REPORT**

International application No. PCT/GB97/00395

I. Basis of the report

1. This report has been drawn on the basis of (*substitute sheets which have been furnished to the receiving Office in response to an invitation under Article 14 are referred to in this report as "originally filed" and are not annexed to the report since they do not contain amendments.*):

Description, pages:

1-28 as originally filed

Claims, No.:

1-27 as received on 11/04/1998 with letter of 06/04/1998

Drawings, sheets:

1/5-5/5 as originally filed

2. The amendments have resulted in the cancellation of:

- ☐ the description, pages:
☐ the claims, Nos.:
☐ the drawings, sheets:

3. ☐ This report has been established as if (some of) the amendments had not been made, since they have been considered to go beyond the disclosure as filed (Rule 70.2(c)):

4. Additional observations, if necessary:

**INTERNATIONAL PRELIMINARY
EXAMINATION REPORT**

International application No. PCT/GB97/00395

V. Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement

1. Statement

Novelty (N)	Yes: Claims 1-27
	No: Claims
Inventive step (IS)	Yes: Claims 4,5,14
	No: Claims 1-3,6-13,15-27
Industrial applicability (IA)	Yes: Claims 1-27
	No: Claims

2. Citations and explanations

see separate sheet

VII. Certain defects in the international application

The following defects in the form or contents of the international application have been noted:

see separate sheet

VIII. Certain observations on the international application

The following observations on the clarity of the claims, description, and drawings or on the question whether the claims are fully supported by the description, are made:

see separate sheet

1. ad section V:

Reference is made to the following documents:

D1 = Intelligent Systems Engineering, vol. 1, no. 2, 1 January 1992, pages 102-114;

D2 = WO-A-94/27411;

D3 = Proceedings of the 7th Australian Joint Conference on Artificial Intelligence, November 1994, Armidale, N.S.W., Australia, pages 1-12.

The subject-matter of Claims 1 to 3, 6 to 13 and 15 to 27 do not involve an inventive step in the sense of Article 33(3) and Rule 65 PCT for the following reasons:

4, 5, < 14

- 1.1 It is set out in the description of the present application (see page 3, lines 18 to 22) that the claimed stored parameters might be in the form of a set of conditions or rules, and/or data, under which a component process or resource can be provided from one agent to another or by an agent in direct provision of a service. D1, see page 103, left-hand column and sections 2.1.1 to 3.1 on pages 105 to 109 with Fig.1, anticipates a service provisioning system of the type specified in the first 8 lines of Claim 1 in form of agents which store such parameters (rules of the situation assessment module, self model and acquaintance models) in an updatable data store. The processing means of Claim 1 correspond to the combination of the D1 situation assessment module and the D1 co-operation module which decide on the basis of data held in said data store whether to provide a service or to decline to provide a service. While D1 does not explicitly describe that its agents can negotiate by proposing conditions under which the agent is willing to provide a service, D1 by describing both the provision of intentional as well as of evaluative knowledge (see page 108, left-hand column of D1) and the possibility of dynamic updating of the acquaintance models during the course of problem solving (see page 107, left-hand column of D1) nevertheless hints at the well-known negotiation-characteristic of agents which can solve service conflicts by means of proposals, see for example D2, page 1, line 1 to page 8, line 18. The cited passages of D2 describe furthermore that the distributed processing environment can be a telecommunications network.

According to Claim 12 of the application, the data store is updated with past performance data so that the system has a learning facility. That feature is however suggested by D1 which describes on page 107, left-hand column, first to penultimate paragraph the possibility of building up models of acquaintances in a dynamic manner, i.e. by implicit learning. In view of the cited passages of D1 and D2, the skilled person arrives at the subject-matter of Claims 1 to 3, 6 to 13, 15 to 18 and 23 to 27, respectively, without exercise of an inventive step.

- 1.2 The subject-matter of independent Claim 21 differs from the cited disclosure of D1 only in that it specifies its use in business process enactment. While D1 describes in detail use of its discussed principals in electricity transport management, it is nevertheless clear from D1, see page 103, left-hand column, second paragraph and right-hand column, second and third paragraph that the discussed principals of distributed artificial intelligence (DAI) can be used in different application domains. It is furthermore known from D3 (see page 1, penultimate paragraph and section 2 on pages 2 and 3), for example, that DAI can be used in computer supported cooperative work in general and enterprise modelling in particular. Hence, the subject-matter of independent Claim 21 does not involve an inventive step, and in view of the cited passages of D1, D2 and D3 the subject-matter of dependent Claims 19, 20 and 22 do also not involve an inventive step.
- 1.3 Rescheduling in the event of failure, as specified in Claims 4 and 5, as well as re-opening of negotiation, as specified in Claim 14, are not known from or suggested by the disclosure of the available prior art.

2. ad section VII:

- 2.1 Contrary to the requirements of Rule 5.1(a)(ii) PCT, the relevant background art disclosed in the documents D1 to D3 is not mentioned in the introductory part of the description, nor are these documents identified therein.

- 2.2 The independent claims are not in the two-part form in accordance with Rule 6.3(b) PCT, which in the present case would appear appropriate, with those features known in combination from document D1 being placed in a preamble (Rule 6.3(b)(i) PCT) and with the remaining features being included in a characterising part (Rule 6.3(b)(ii) PCT).

3. ad section VIII:

The present set of claims does not meet the requirements of Art. 6 PCT in the following respect:

- 3.1 Although Claims 1, 11, 21 and 23 have been drafted as separate independent claims, they appear to relate effectively to the same subject-matter as described on page 2 of the application and to differ from each other only with regard to the definition of the subject-matter for which protection is sought and in respect of the terminology used for the features of that subject-matter. The aforementioned claims therefore lack conciseness. Moreover, lack of clarity of the claims as a whole arises, since the plurality of independent claims makes it difficult, if not impossible, to determine the matter for which protection is sought, and places an undue burden on others seeking to establish the extent of the protection.
- 3.2 Although Claim 21 is a method claim, it does not specify method steps but only apparatus features. Hence, Claim 21 is not clear and leaves the reader in doubt as to its category.
- 3.3 The wording "to decide **substantially** on the basis of the data held in the data store" in the last feature of Claim 1 as well as the wording "to negotiate **substantially** on the basis of said data" in the penultimate line of Claim 11 are too vague and leave the reader in complete uncertainty as to any further necessary basis for decision or negotiation. It appears that the vague term "substantially" should have been deleted, see the specifications given on page 2, lines 8 to 31 and page 6, line 16 to page 7, line 6 as well as by independent Claims 21 and 23.

INTERNATIONAL SEARCH REPORT

International Application No
PCT/GB 97/00395

A. CLASSIFICATION OF SUBJECT MATTER
IPC 6 G06F17/60 H04Q3/00

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 6 G06F H04Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	WO 94 27411 A (KONINKLIJKE PTT NEDERLAND N.V.) 24 November 1994 see page 2, line 23 - page 8, line 18 ---	1-27
X	PROCEEDINGS OF THE 7TH AUSTRALIAN JOINT CONFERENCE ON ARTIFICIAL INTELLIGENCE, November 1994, ARMIDALE, N.S.W., AUSTRALIA, pages 1-12, XP000603182 SYCARA: "The Present and Future of DAI: a Study in Enterprise Integration" see the whole document --- -/--	1-27

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

* Special categories of cited documents:

- *A* document defining the general state of the art which is not considered to be of particular relevance
- *E* earlier document but published on or after the international filing date
- *L* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
- *O* document referring to an oral disclosure, use, exhibition or other means
- *P* document published prior to the international filing date but later than the priority date claimed

- *T* later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
- *X* document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
- *Y* document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
- *&* document member of the same patent family

Date of the actual completion of the international search

28 May 1997

Date of mailing of the international search report

12.06.97

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Nicholls, J

INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 97/00395

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	INTERNATIONAL JOURNAL OF INTELLIGENT AND COOPERATIVE INFORMATION SYSTEMS, vol. 1, no. 2, 1992, pages 291-317, XP000603307 LAASRI ET AL: "A Generic Model for Intelligent Negotiating Agents" see page 293, last paragraph see page 301, paragraph 3 - page 304, paragraph 1 ---	1-27
X	KNOWLEDGE ENGINEERING REVIEW, vol. 10, no. 2, June 1995, UK, pages 115-152, XP000671466 WOOLDRIDGE ET AL: "Intelligent Agents: Theory and Practice" cited in the application see the whole document ---	1-27
X	INTELLIGENT SYSTEMS ENGINEERING, vol. 1, no. 2, 1 January 1992, pages 102-114, XP000365082 JENNINGS N R: "GRATE: A GENERAL FRAMEWORK FOR CO-OPERATIVE PROBLEM SOLVING" cited in the application see the whole document ---	1-27
X	ARTIFICIAL INTELLIGENCE, vol. 75, no. 2, June 1995, NETHERLANDS, pages 195-240, XP000671465 JENNINGS: "Controlling cooperative problem solving in industrial multi-agent systems using joint intentions" cited in the application see the whole document ---	1-27
A	PROCEEDINGS OF THE 2ND INTERNATIONAL CONFERENCE ON SERVICES IN DISTRIBUTED AND NETWORKED ENVIRONMENTS, June 1995, WHISTLER, BRITISH COLUMBIA, CANADA, pages 60-67, XP000603175 MILOSEVIC ET AL: "Supporting Business Contracts in Open Distributed Systems" see the whole document ---	22
A	IEEE JOURNAL ON SELECTED AREAS IN COMMUNICATIONS, vol. 13, no. 7, September 1995, USA, pages 1150-1161, XP000601895 JORDAN ET AL: "Connection Establishment in High-Speed Networks" * Section IV * ---	1-27

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INTERNATIONAL SEARCH REPORT

International Application No
PCT/GB 97/00395

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	<p>INTERNATIONAL WORKSHOP ON OPEN DISTRIBUTED PROCESSING, vol. C-1, October 1991, BERLIN, GERMANY, pages 397-399, XP000603189 VON BECHTOLSHEIM: "Transaction Costs in Agent Systems - An Economic Perspective on the Coordination Problem in Distributed Systems" see the whole document ---</p>	1-18
A	<p>BT TECHNOLOGICAL JOURNAL, vol. 13, no. 2, April 1995, IPSWICH, GB, pages 120-131, XP000500764 MARTIN: "Twenty twenty vision - software architectures for intelligence into the 21st century" see the whole document -----</p>	1-27

INTERNATIONAL SEARCH REPORT

Information on patent family members

Intern. Application No

PCT/GB 97/00395

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
WO 9427411 A	24-11-94	US 5504837 A	02-04-96
		AU 6796994 A	12-12-94
		EP 0698331 A	28-02-96
		FI 955404 A	09-11-95
		JP 8510369 T	29-10-96
		NO 954493 A	09-01-96



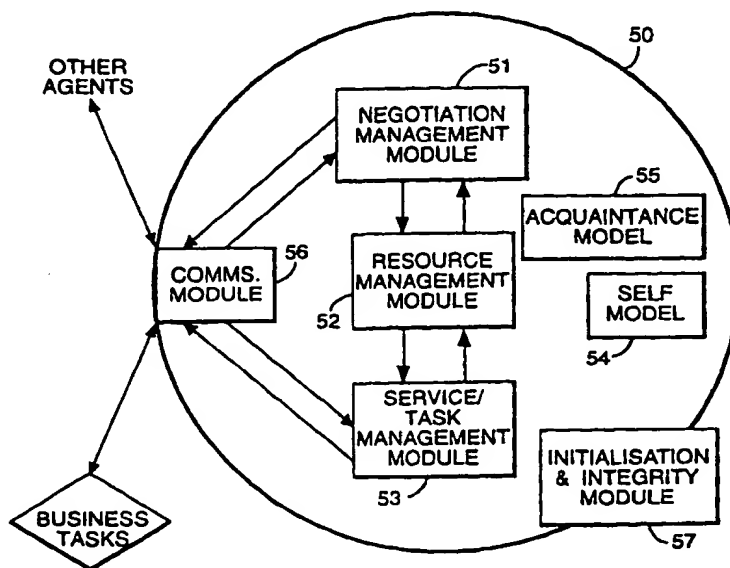
INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification ⁶ : G06F 17/60, H04Q 3/00		A1	(11) International Publication Number: WO 97/29443
			(43) International Publication Date: 14 August 1997 (14.08.97)
(21) International Application Number: PCT/GB97/00395		IP12 1DD (GB). WIEGAND, Mark, Eric [GB/GB]; 19 Orchard Close, Woodbridge, Suffolk IP12 1LD (GB).	
(22) International Filing Date: 12 February 1997 (12.02.97)		(74) Agent: DUTTON, Erica, Lindley, Graham; BT Group Legal Services, Intellectual Property Dept., 8th floor, 120 Holborn, London EC1N 2TE (GB).	
(30) Priority Data: 96300961.8 12 February 1996 (12.02.96) EP (34) Countries for which the regional or international application was filed: GB et al. 9602780.0 12 February 1996 (12.02.96) GB 9607504.9 11 April 1996 (11.04.96) GB		(81) Designated States: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GE, HU, IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, TJ, TM, TR, TT, UA, UG, US, VZ, VN, YU, ARIPO patent (KE, LS, MW, SD, SZ, UG), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR, NE, SN, TD, TG).	
(60) Parent Application or Grant (63) Related by Continuation US 659,528 (CIP) Filed on 6 June 1996 (06.06.96)		Published With international search report. Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.	
(71) Applicant (for all designated States except US): BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY [GB/GB]; 81 Newgate Street, London EC1A 7AJ (GB).			
(72) Inventors; and (75) Inventors/Applicants (for US only): O'BRIEN, Paul, Declan [GB/GB]; Flat 7, 7 Gobbitts Yard, Woodbridge, Suffolk			

(54) Title: SERVICE PROVISION SYSTEM FOR USE IN DISTRIBUTED PROCESSING ENVIRONMENTS

(57) Abstract

An agent (50) in a distributed computing environment includes a negotiation management module (NMM) (51) which is invoked when it is necessary to form a contract with another external agent for providing a particular service, a resource management module (RMM) (52) which manages resources controlled by the agent, a service/task management module (SMM) (53) which launches and controls services and tasks associated with the agent, and a communications module (CM) (56) which is the focus for both incoming and outgoing messages to and from the agent. The agent (50) is also provided with an acquaintance model (AM) (55) which provides an overall picture of services offered by other agents in the environment and a self model (SM) (54) which maintains a representation of the services which the agent (50) can itself provide. When requested to provide a service, the NMM (51) negotiates with the requestor, via the CM (56), on the basis of information provided by the RMM (52) relating to resources available to the agent (50). When a contract is finalised, the RMM (52) oversees the management of the resources controlled by the agent and the SMM (53) controls the services and tasks required by the agent (50) to complete the contract.



SERVICE PROVISION SYSTEM FOR USE IN DISTRIBUTED PROCESSING
ENVIRONMENTS

The present invention relates to service provision systems for use in
5 distributed processing environments.

Distributed processing environments are being found increasingly useful.
Distributed processing describes the case where computing processing capacity is
no longer centralised, for instance at a mainframe installation, but can be situated
at various different sites with communication links between. Client/server
10 architectures are a form of distributed processing environment in which one
computer application, or software process, may itself be distributed between two
or more computing platforms. These computing platforms may be for instance
personal computers linked by a network such as a local area network (LAN).

It is sometimes necessary, in any computing environment, to support an
15 operation by using a set of different processes. These processes may be
colocated or installed at different physical locations. The processes may for
instance comprise several processes for providing information and a process for
performing a security check on the intended recipient of the information.

In an example, managers in organisations need to be able to make
20 decisions based on information from marketing, sales, research, development,
manufacturing, finance and legal departments. They also may need to be able to
meet for instance a stringent security process designed to avoid the information
falling into the wrong hands. Requesting pertinent and consistent information
across a large company can be complex and time consuming, particularly where
25 there are other processes involved as well. Then too, changes to information
made in one department can have repercussions throughout a company often
invalidating previous decisions.

Another example of a multi-process activity might be account set up. This
might require the gathering of information from various sources, the use of a
30 security process to screen the new account holder, the triggering of scheduling for
account statements and other processes.

To set up an overall service may thus in fact rely on several component
processes, each of which may have its own availability requirements in terms of,

for instance, storage capacity, communication bandwidth, time to delivery and the like.

As always, it is preferable that the time to actual provision and receipt of a service is not too long. Hence it is commonly preferable that, in any environment
5 in which different processing capacities might have to be brought together in the provision of a service, the time to set up those different processing capacities is kept low.

In accordance with one aspect, the present invention provides a service provision system for use in distributed processing environments, said system
10 comprising:

an input for receiving a service request;

service request processing means for identifying component processes for use in provisioning the requested service;

negotiation means for use in establishing conditions applicable to provision
15 of those component processes;

means to access an up-datable data store for storing parameter(s) indicative of availability of identified component processes to provide the service; and

an output for providing a response to the service request, said response
20 comprising an indication of availability of the requested service;

wherein the processing means is adapted to process a service request by accessing one or more parameters in the data store, processing the request using the one or more parameters, and producing said response.

25 A component process might be supplied for instance by another system and/or by process capacity within the same system.

Thus, although embodiments of the present invention are equipped to negotiate for provision of component processes to provide a service, an initial indication of availability of a service is made from stored data, rather than from
30 real-time negotiation to establish conditions of service provision. This has the advantage of speed since the real-time negotiation, in practice, can create delay.

The processing means may first identify the component processes which will be required in provision of the requested service, and access parameters in

respect of those component processes, or may have one or more parameters stored in relation to the service as a whole.

A system as described above can be embodied as a software "agent". A software agent is usually a module of software which comprises process software and data, or means to access data. The process software usually at least includes a negotiation process, for negotiating with other agents, and the data available usually includes both data which is local, or specific, to the agent, and data which has a global nature with regard to an overall system comprising the agents.

Agents are described and discussed in "Intelligent Agents: Theory and Practice" by M J Wooldridge and N R Jennings (1995), in The Knowledge Engineering Review, Vol 10(2) pp 115-152.

A system according to an embodiment of the present invention might itself be an agent. It might comprise processing and resource capacity for providing at least part of a component process or resource required to provide a service. The system however might preferably comprise a plurality of the above modules, or agents, each agent comprising (or having control of) capacity for providing at least part of a component process or resource.

The "parameters indicative of availability" mentioned above might be in the form of a set of conditions or rules, and/or data, under which a component process or resource can be provided, sometimes known as a "service level agreement" (SLA), from one agent to another or by an agent in direct provision of a service.

Where the system comprises a plurality of the modules, or agents, then the availability of a service may be indicated by the SLAs of and between the agents which will be required in provision of the service. The agents may then have a "peer to peer" relationship in which the status of all the agents is substantially equal in a team of agents brought together for the purpose of providing a service. Alternatively, there can be advantages in the agents having a hierarchical relationship in which a primary agent may have availability data for a group of "subordinate" agents. That is, the primary agent may have stored an SLA indicative of its own capability to provide a service, which SLA is determined by a predetermined set of other SLAs, these being the SLAs of the subordinate agents.

Such a hierarchy can be complex in that it may have more than one layer of subordinate agents. It can increase efficiency in estimating availability of a service since a primary agent may be able to substitute one whole group of subordinate agents for another group, in the event that the first group was not
5 compatible with an SLA negotiated by the primary agent.

In embodiments of this type, it can be advantageous if at least some of the SLAs have a limited lifetime: a "time out" mechanism. Otherwise, actual conditions may render an SLA unsupportable, or at best misleading, by being out of date. This is particularly advantageous if the system encompasses proactive
10 versions of services in which the system might for instance alert a user to information in relation to a service. If a relevant SLA times out, this works to reduce the possibility that the system will provide out of date or inappropriate prompts or data items.

The term "entity" may be used in the following specification. It will be
15 understood that the term "entity" as used here can mean a piece of equipment which can communicate in a computing environment. It will in practice usually comprise at least an input and an output and, often, some means for delivering one or more of the services, or component processes, to be provided. It might be for instance a work station, personal computer or a computing network node.

20 In embodiments of the invention, a system will generally further comprise a control output connected to one or more tasks (component processes) and/or resources required in providing a service.

The system may also comprise a data input connected in said computing environment to one or more tasks and/or resources required to provide the service,
25 for receiving data output by the tasks and/or processes, and data processing means to generate said parameters from said data. Alternatively, it may be that the data output by the tasks and/or processes already comprises said parameters.

Preferably, a system according to an embodiment of the invention further includes scheduling means for scheduling the running of component processes and
30 provision of resources in support of a service. However, on receipt of a service request, the scheduling means is preferably triggered ~~after~~ outputting of a response to a service request to indicate availability. This avoids delay in indicating

availability caused for instance by any detailed processing and co-ordinating of scheduling data or conditions.

Once a system has agreed to provide a service, it can schedule the use of its resources to support the delivery of that service. Hence embodiments of the present invention provide a method of providing a service, in a communications environment, which comprises receiving a request for a service, accessing one or more stored parameters indicating availability of the service, providing an output based on the parameter(s) and subsequently scheduling resources and processing capacity for provision of the service.

Further to the above, in embodiments of the present invention, relevant information may be pro-actively identified and delivered to parties which have not specifically requested the information but which nonetheless are believed to have an interest in the information. Such an ability to disseminate information is useful particularly for parties, for example decision-makers or service requesters, who might be unaware that the information exists. The information dissemination might happen as the information becomes available or when the party initiates a service to which said information might be relevant.

Systems according to embodiments of the present invention can be used to enhance the way a large company runs its business by improving the way it accesses, uses and adds value to its vast quantities of information. The metaphor of 'concurrent engineering' suggests that the best way to achieve a business activity is to bring together as early as possible all the necessary information, resources and skills that are needed to execute that activity.

Further embodiments of the present invention particularly support the concept of a virtual organisation comprising two or more actual organisations which are linked for a defined period of time, for example by a business agreement or contract, and are treated for the purposes of the present invention as a single organisation. Under these conditions the or some of the resources associated with each organisation become available to the overall system. Such virtual organisations by their nature are subject to strict mechanisms that control which, and to what extent, transactions between the actual organisations can be carried out.

Embodiments of the present invention can provide the following activities:

- (i) allow the decision maker to access relevant information wherever it is situated in the organisation (this should be possible despite the fact that information may be stored in many different types of system and in many different information models);
- 5 (ii) allow the decision maker to request and obtain information management services from other departments within the organisation (and in some cases even from outside the organisation);
- (iii) proactively identify and deliver timely, relevant information which may not have been explicitly asked for (e.g. because the decision maker is unaware of its
- 10 existence);
- (iv) inform the decision maker of changes which have been made elsewhere in the business process which impinge upon the current decision context; and
- (v) identify the parties who may be interested in the outcome and results of the decision making activity.

15

As mentioned above, an advantage of embodiments of the present invention is that a decision to provide a service is based on stored parameters and not on real-time or near real-time information of the resources required to provide the service: there is no need to perform a detailed analysis of the resources

20 available to the system before a decision is reached. The system bases its decisions on an estimation of the capacity of the system to provide a service at the requested time.

The stored parameters might include the average time a service is expected to take, the expected cost of performing tasks to provide a service

25 and/or the amount of work already being done by the system. Other information can also be used to determine on what grounds a service will be provided, for example past experience of any dealings with the same entity.

Although the lack of a detailed resource analysis during provisioning does increase the risk that once a service has been negotiated for it might not be

30 possible to complete it, such failure can be dealt with acceptably, as described in more detail below.

The processing means is typically adapted to receive data from a resource(s) for use in updating the data store. Such data might comprise a

measure of capability of the system on the basis of the past performance of the resources. For example, each time a service has been provided by the system, information about how well the resources performed may be used to adjust the parameter(s). Performance information might include actual cost data and actual
5 time taken to provide a required output. The information might also include task current status information which is readily available to the system.

In some embodiments, the system comprises a request output connected to a distributed computing environment for requesting a component service or process from another entity. A component service, or sub-service, is one which
10 the system requires in order to provide its service. For example, if the service requested is to open a new business account, a sub-service might be the task of checking the financial viability of the prospective account holder. This sub-service would typically be provided by an entity which could be another system, or maybe even a human operator.

15 In some embodiments, the system comprises means for scheduling resource(s) to provide a service. Preferably, in this case, the processing means is adapted, in response to a failure by the scheduling means to schedule a resource, in time to complete a service, to:

- re-schedule the task/service;
- 20 • transmit a message to the entity that the originally requested service can only be provided under different conditions;
- re-locate the service with another service providing entity; or
- indicate to the entity that the service cannot be provided.

25 These possible actions give the system flexibility to deal with problems which might arise with the provision of a service.

The above-mentioned steps for recovery can be similarly applied to the case where a service fails during operation. A resource might become unavailable, for example, due to a break in communications.

30 In general therefore, the system may further comprise means for monitoring for failure, such as of scheduling means. In order to act on detection of a failure, the system may then be adapted to initiate a modified response output in respect of a relevant service request. It may further be adapted to store service

requests and to be triggered on detection of failure to identify and access the relevant stored process request, to reprocess it using one or more modified parameters from the updatable data store, and to provide a modified response output.

5 In embodiments of the invention, the system is arranged to provide more than one instance of a service, and/or of a negotiation for a service, to one or more requesting entities concurrently. An advantage of this aspect is that the system is available for use by plural service requesters. In this respect, preferably, at least some resources as well can support multiple resource requests concurrently.

10 In accordance with another aspect, the present invention provides a service provisioning system, said system comprising means for negotiating with an entity, in response to a request from said entity, to provide a service and means for accessing one or more resources available for use by the system to provide a service, said negotiating means including data about said system relating to a
15 measure of the current system capacity to provide a service, and being arranged to negotiate substantially on the basis of said data to provide a service in response to a request.

In accordance with a further aspect, the present invention provides a method of service provision, said method being implemented in a distributed
20 computing environment including at least one service provider and at least one service requester, said service provider comprising an input to receive a request from the or any service requester within said environment, an output to provide a response to said service requester, processing means to process said request to determine the nature of said response, means to access an up-datable data store
25 for storing parameters indicative of the present capacity of the service provider to provide the service, and a control output to one or more resources in the environment available for use by said service provider, wherein the processing means determines the nature of said response on the basis of the data stored in the data store.

30 (The terms "service provider" and "service requester" mean here of course equipment for provisioning and accessing services respectively, rather than organisations and the like, as the terms are sometimes used elsewhere.)

Embodiments of the invention will now be described, by way of example only, with reference to the accompanying drawings, of which:

Figure 1 is a diagram which illustrates a suitable distributed architecture to support an embodiment of the present invention;

5 Figure 2 is a diagram which shows a basic building block of the architecture of Figure 1;

Figure 3 is a diagram which illustrates the relationships which exist between different parts of the building block of Figure 2;

Figure 4 is a diagram which illustrates the concept of a virtual agency;

10 Figure 5 is a diagram which represents the constituent parts of an agent according to an embodiment of the present invention;

Figure 6 is a diagram which illustrates an exemplary scenario in which an embodiment of the present invention can operate;

15 Figure 7 is a flow diagram of a process for operating a service in the scenario represented in Figure 6; and

Figure 8 shows an agent and the architecture in which it sits, in hardware terms.

20 Analysis of a number of business processes from various industrial and commercial domains, in making the present invention, resulted in several common characteristics being identified:

(i) multiple organisations are often involved in the business process. Each organisation attempts to maximise its own profit within the overall activity;

25 (ii) organisations are physically distributed. This distribution may be across one site, across a country, or even across continents. This situation is even more apparent for virtual organisations such as described in "Social Dimensions of Office Automation" by A Mowshowitz (1986), Advances in Computers, Vol 25, pp 335-404. These form allegiances for short periods of time and then disband when it is
30 no longer profitable to stay together;

(iii) within organisations, there is a decentralised ownership of the tasks, information and resources involved in the business process;

(iv) different groups within organisations are relatively autonomous - they control how their resources are consumed, by whom, at what cost, and in what time frame. They also have their own information systems, with their own idiosyncratic
5 representations, for managing their resources;

(v) there is a high degree of natural concurrency - many interrelated tasks are running at any given point of the business process. Although the control and resources of the constituent sub-parts are decentralised, there is often a need to
10 place constraints on the entire process (e.g. total time, total budget, etc); and

(vi) business processes are highly dynamic and unpredictable - it is difficult to give a complete a priori specification of all the activities that need to be performed and how they should be ordered. Any detailed time plans which are produced are
15 often disrupted by unavoidable delays or unanticipated events (e.g. people are ill or tasks take longer than expected).

Embodiments of the present invention are designed to support businesses in this type of environment.

20 Figure 1 shows a top-level view of a suitable architecture within a business organisation in which an embodiment of the present invention can operate. In Figure 1, a distributed system of agents 10 are connected to one another via a suitable communications network 11. The environment, including the agents and the communications network, constitutes a distributed processing
25 environment. Each department 12 in the organisation is represented by its own agent 10 in the environment which can provide a service related to the department to other agents.

A distributed computing environment should not be taken to be a specific piece of technology in this specification. It simply is intended to mean an
30 environment in which computer processing capacity and resources may be located separately, being accessible via communications links of some sort.

In this description the term "agent" relates to a function or process which operates in the distributed computing environment and which can act

autonomously to receive a request for an operation and provide a result. An agent normally has access to up-datable local data and usually also some global information about the distributed environment in which it sits. Agents operate autonomously, having decision-making functionality (intelligence) allowing them to negotiate and output a result in response to an incoming message.

Each agent is able to perform one or more services. A service corresponds to some unit of problem solving activity. The simplest service (called a task) represents an atomic unit of problem solving endeavour in embodiments of the present invention. These atomic units can be combined to form complex services by adding ordering constraints (e.g. two tasks can run in parallel, must run in parallel, or must run in sequence) and conditional control. The nesting of services can be arbitrarily complex and at the topmost level the entire business process can be viewed as a service.

Services are associated with one or more agents which are responsible for managing and executing them. Each service is managed by one agent, although it may involve execution of sub-services by a number of other agents. Since agents are autonomous there are no control dependencies between them; therefore, if an agent requires a service which is managed by another agent it cannot simply instruct it to start the service. Rather, the agents must come to a mutually acceptable agreement about the terms and conditions under which the desired service will be performed. Such contracts are called service level agreements - SLAs. The mechanism for making SLAs is negotiation - a joint decision making process in which the parties verbalise their (possibly contradictory) demands and then move towards agreement by a process of concession or search for new alternatives. This mechanism is described in "Negotiation Principles" by H J Mueller (1996) in Foundations of Distributed Artificial Intelligence, published by Wiley Interscience and edited by O'Hara and Jennings.

Referring to Figure 3, the agents 31,32,33 generally have the same basic architecture. This involves an "agent head" 31 which is responsible for managing the agent's activities and interacting with peers and an "agency" 30 which represents the agent's domain problem solving resources, including other agents 32,33 as resources. The head has a number of functional components responsible

for each of its main activities - communication, service execution, situation assessment, and interaction management (see description below for more details). This internal architecture is related to the GRATE and ARCHON agent models described in "Controlling Co-operative Problem Solving in Industrial Multi-Agent
5 Systems using Joint Intentions" by N.R. Jennings (1995), Artificial Intelligence 75 (2) 195-240; "GRATE: A General Framework for Co-operative Problem Solving" by N.R. Jennings, E.H. Mamdani, I. Laresgoiti, J. Perez and J Corera (1992), IEE-BCS Journal of Intelligent Systems Engineering, 1 (2) 102-114; and "Using ARCHON to develop real-word DAI applications for electricity transportation management and
10 particle accelerator control" by N.R Jennings, J. Corera, I. Laresgoiti, E H Mamdani, F. Perriolat, P. Skarek and L.Z. Varga (1996), IEEE Expert.

Referring to Figure 8, typically, an agent 10 is embodied as a piece of software, for example written in the C programming language, running on a suitable computing platform 80, for example a UNIX (Trademark) based platform.
15 Requests and results are passed between an agent 10 and a requesting entity, which might be another agent 85 or a user terminal 12,82, across a suitable communications network 86, for example a TCP/IP-compatible local area network, to which the computing platform 80 is interfaced.

The agent 10 may be provided with a local data store(s) 84,85, or may
20 have access to a database 82 via the network 86. This or these data store(s) may hold SLAs between agents and in support of services to be provided by the system.

Each agent 10 will generally comprise (in its "agent head") a set of processes 51,52,53 for use in managing the agents and their interactions, and will
25 also be provided (for instance within its "agency") with task processing capability and/or resources 41,42,46 for use in actual provision of services requested.

In some embodiments, in accordance with the principles of distributed processing environments, plural agents 10 can reside on a common computing platform 80 and, conversely, a single agent 10 can be realised across plural
30 computing platforms 80 in the environment. Also, the computing environment might be heterogeneous, and support various different types of computing platforms.

The agents 10 are able to communicate and negotiate with each other for the provision of services. Services provided by agents can range from the provision of information and data to the implementation of some concurrent task within a business process. A service usually comprises a number of primitive tasks. A task, being a primitive functional component of a business process, is a re-usable building block that allows an agent to manage processes which make-up an enterprise. Typically, a task 41 has a low-level structure which allows a user to define the basic operations that make up a business process and can be implemented as a managed object in the distributed computing environment. A task also has an implicit representation of resources it will consume when it is activated and an explicit representation of its operational requirements, including the information it requires and produces, and its duration of activation. Thus, the way a task behaves under normal circumstances, once activated, is predictable. In this embodiment, a task supports two interfaces: a management interface to support a standard set of operations which permit the exchange of management commands and information between tasks and agents; and an operational interface to support a non-standard, but agreed set of operations which allow the exchange of operational messages between tasks. In essence, an agent 10 on the infrastructure in Figure 1 is characterised by the services that it provides.

In this embodiment there are three main requirements of the architecture: autonomy, concurrency and migration. Autonomy means that a local organisation, for example a legal department, is able to define how it will perform its own local tasks and processes. The definition will determine how an agent representing the local organisation will interact with other agents. Tasks and services associated with agents should be able to run concurrently, with interactions between the tasks and services being monitored and managed by the agent. Migration allows services to be defined for agents incrementally, without the need to redesign the overall distributed system.

Figure 2 shows a representation of a basic building block 20 of the architecture. The basic building block comprises an agent 21 and tasks 22 which are under the control of the agent. In some embodiments, building blocks 20 may be arranged to operate on a peer-to-peer basis. That is, each unit 20 is able to negotiate with any other unit when supplying or requesting a service. Most

commercial environments are founded on organisational models which are logically divided into a collection of related resources and services. Thus, in the present embodiment, the architecture draws upon this principle to group services and tasks where it makes pragmatic sense. For the present purposes, such a grouping of
5 tasks and services is known collectively as an agency.

An agency is a collection of tasks (and by implication resources) and (sub-)agents that are under the direct control of an agent. An agency reflects the hierarchical grouping of tasks that are under some form of common ownership, and for which there is some reason to attempt to optimise the use of resources in the
10 execution of those tasks. The collection of tasks and (sub-)agents in an agency does not necessarily reflect a functional grouping, though in most organisations this effect may be expected.

In Figure 3, other servant agents 32 and 33 can also belong within the agency of a controlling agent 31. This means that servant agents 31 and 32
15 provide services exclusively to the controlling agent 31. However, a servant agent still maintains its autonomy. A servant agent cannot offer its service directly in the world outside its agency. Under some conditions an agent can have both the role of a controlling agent and of a servant agent. Agents in an agency will normally be the controlling agents of lower level agencies. This leads to a
20 hierarchical organisation of agencies reflecting the logical structure.

Generally, there are two types of agent interaction: negotiation and service management. In practice it is possible to have a spectrum of interactions between these extremes.

In the present embodiment, a number of separate services can be
25 combined in providing a single service. The agent providing the service is designated the controlling agent, and then a set of (sub-)services from different agents can be selected and grouped to form a virtual agency, as illustrated in Figure 4.

A virtual agency is a structure which supports the service management
30 function of an agent. As shown in Figure 4, a virtual agency 40 is the collection of tasks and sub-services 41 and 42 (from other agents 43 and 44) involved in the provision of some service by a controlling agent 45. In this case, the controlling agent 45 will have (or require) contracts for the (sub-)services that it requires from

the other agents 43 and 44. The tasks 46 under its direct control that are involved in the provision of the service will be a sub-set of its agency. Each virtual agency is in a one-to-one mapping with a service that an agent provides. Before providing a service, the agent 45 can assemble pro-actively (at least some part of) its virtual
5 agency by negotiating with other agents for its required (sub-)services. That is, it can negotiate and store SLAs in respect of a virtual agency in advance of receiving a service request.

An important advantage of supporting virtual agencies is that services can be provisioned automatically in real-time and resources can, in effect, be pooled
10 from anywhere.

An agent can provide multiple services, each one demanding a virtual agency to be assembled and controlled. For this reason, it is necessary that the platforms supporting agents therefore can support multiple threads. Operating systems which support multiple threads are OS2, UNIX, Windows 95 (Trademark)
15 or Windows NT (Trademark). In practice, distributed computing platforms have been developed specifically for supporting multi-threaded applications. One such platform is DAIS from ICL, which is conformant with the Object Management Group's (OMG) Common Object Request Broker Architecture (CORBA). CORBA-compliant products offer the Interface Definition Language (IDL) as a homogeneous
20 object interface. An advantage of adhering to the CORBA standard is that all CORBA version 2 compliant platforms will be able to inter-work with each other extending the potential scope of applications using them.

In accordance with the present embodiment, an agent has three functional external interfaces:

- 25 • an agent negotiation interface having a standard set of primitives to support the negotiation of terms between agents requesting a service (client agents) and agents supplying services (server agents);
- a service management interface having a standard set of operations which permit the exchange of information between client agents and server agents;
30 and
- a task management interface having a standard set of operations which permit the exchange of management commands and information between agents and tasks.

In practice, all three functional interfaces are realised as a single physical interface, for example an interface in a computer system, in connection with a communications network 86.

Figure 5 shows the high-level, functional modules of an agent according to the present embodiment. The modules can reside on one computing platform or on several. Each module is typically a software process, where all the modules together define the character of the agent. Communications between modules is effected either by parameter passing in procedure calls, by each module having access to common data files containing relevant, up-datable data, or by inter-object messaging.

The agent 50 includes a negotiation management module (NMM) 51. The NMM 51 is invoked when it is necessary that a contract should be established with some external agent for providing a particular service. An agent can commit to a contract without performing detailed resource allocation. That is to say, the NMM 51 of an agent can commit that agent (a server) to provide a service without detailed scheduling by the agent's resource management module (RMM), which is described in more detail below. In this way, an agent de-couples negotiation from detailed resource scheduling, in order to support real-time performance during the negotiation process. In the present embodiment, an agent can negotiate for multiple contracts simultaneously. The NMM 51 of an agent is necessarily multi-threaded for this purpose.

During negotiation, the NMM 51 correlates and balances multiple criteria both within negotiation for a single service and across all the negotiations in which the agent is involved. The criteria can be modelled as (partial) ordinal value spaces that represent parameters such as quality, time, cost, etc.

A negotiation language, an example of which is illustrated in more detail below, is supported by the NMM 51 to support agent negotiations. The language comprises agreed primitives and a protocol to allow agents to suggest modifications to, and consent to, the value of parameters in a contract. The negotiation language protocol defines the valid ordering on sending and receipt of primitives during negotiation between agents. Negotiation for the contract involves the selection of messages referring to former messages, stored in a data

storage area, conforming to a protocol and processing incoming messages with regard to the protocol.

A contract, within the meaning of this description, is the result of a negotiated agreement between agents. The contract contains the terms and conditions for the delivery of an instance of a service. The contract contains a list of agreed values for parameters which establish the criteria for the delivery of the service. For example, the time(s) at which the service will be available and/or activated, the duration of the activation, the quality, the cost, penalty for failure, etc. These parameters are contained in a contract template, defined for each service on offer, which is used by an agent to structure its negotiations.

A RMM 52 serves as a link and balancer between an agent's two primary roles - that of being an individual and that of being part of a community. The RMM 52 manages resources controlled by the agent. The major concern of the RMM 52 is scheduling. This is essentially the maintenance of negotiated contracts. This involves the co-ordination and scheduling of services and tasks to ensure that existing contractual obligations are met. The RMM 52 checks regularly the conditions regarding an internal time line and changes of information. The RMM 52 also triggers negotiation by the NMM 51 when a contract is required.

A service/task management module (SMM) 53 is responsible for launching and controlling services and tasks. The SMM 53 deals with contracts which have been established, ensuring that terms and conditions are honoured, that appropriate levels of reporting take place and that the contract is finished cleanly. The SMM 53 also maintains the status of active services. This involves the maintenance of stacks, to perform the successive decomposition of services, and pointers to the active sub-services and tasks. Moreover, the SMM 53 is responsible for the provision of required information in order to launch a service including the checking of conditions and returning produced results. The SMM 53 furthermore performs tasks and task error tracking.

An agent can execute multiple services and tasks simultaneously. The SMM 53 of an agent needs to be multi-threaded for this purpose. During operation, the SMM 53 is also responsible for handling exceptions from the tasks within its agency and from other agents (as servers). Exceptions can be resolved, in accordance with the present embodiment, in one of several ways: re-resourcing

the task/service by the RMM 51; re-negotiating the terms of the contract (as the defaulting server agent); re-locating the service with another agent (as the aggrieved client agent); or ignoring the exception and accepting a penalty (if appropriate). This flexible approach to resolving exceptions is also applied to
5 instances where a contract has been entered into, without detailed resource scheduling, but cannot be completed due to an unforeseen demand for a particular resource or agent (as a server).

Each agent 50 has an information store, for example in main memory or on an external data storage device, which provides both persistent and temporary
10 (working) memory. The store can be partitioned into the self and acquaintance models.

The self model (SM) 54 comprises information on the services provided by the agent 50. The SM 54 maintains the representation of services and information under the regime of an agent and stores the contracts (SLAs) to which an agent
15 (as a supplier of a service) is committed.

The acquaintance model (AM) 55 enables the agent 50 to build up a picture of information as to the services offered by other agents and a history of the performance of those agents. Such historic information can determine which solution to a problem an agent adopts, in the event there is a choice. The AM 55
20 stores also the contracts (SLAs) that an agent (as a recipient of a service) made with other agents.

The nature and scope of the SLAs can be derived almost exactly from the types of legal contract which are often used to regulate current business transactions. An example of an SLA is as follows:

Slot Name	Instantiated Values
SERVICE_NAME:	cost_&_design_customer_network
SLA_ID:	a1001
SERVER_AGENT:	DD
CLIENT_AGENT:	CSD
SLA_DELIVERY_TYPE:	on_demand
DURATION: (minutes)	320
START-TIME:	9:00
END-TIME:	18:00
VOLUME:	35
PRICE: (per costing):	35
PENALTY:	30
CLIENT_INFO:	cr_profile
REPORTING POLICY:	customer_quote

Service_name is the service to which the agreement refers and sla_id is the SLA's unique identifier (covering the case where there are multiple agreements for the same service). Server_agent and client_agent represent the agents who are party to the agreement. Delivery_type identifies the way in which the service is to be provisioned. The SLA's scheduling information is used for service execution and management - duration represents the maximum time the server can take to finish the service, and start_time and end_time represent the time during which the agreement is valid. In this case, the agreement specifies that agent CSD can invoke agent DD to cost and design a customer network whenever it is required between 09:00 and 18:00 and each service execution should take no more than 320 minutes. The agreement also contains meta-service information such as the volume of invocations permissible between the start and end times, the price paid per invocation, and the penalty the server incurs for every violation. Client_info specifies the information the client must provide to the server at service invocation (in this case CSD must provide the customer profile) and reporting_policy specifies the information the server returns upon completion.

There are two support modules which support the creation and communication of the agent 50. A communication module (CM) 56 is the focal point for both in-coming and out-going messages. The CM 56 supports the distribution of software agents across the distributed computing environment.

5 An initialisation module (IM) 57 is the module that is started first. This module initialises all the other agent modules. Once all the modules are in place, the IM 57 is mostly inactive. It exports an object identifier to the distributed computing environment so that it can be located by other agents. The IM 57 is also the initial point of connection between the agent and a range of agent
10 management, inspection and debugging tools.

Figure 6 illustrates an example of a virtual agency according to the present embodiment. There are six parties in the agency, each having a respective agent: a sales department 600 and its associated agent 60; a customer service division 610 and its associated agent 61; a legal department 640 and its associated agent
15 64; a design division 630 and its associated agent 63; a surveyor department 650 and its associated agent 65; and a customer vetting department 620 and its associated agent 62.

The customer service division 610 is able to provide, via its agent 61, a "provide customer quote" service. This service has three component services: a
20 "legal advice" service; a "vet customer" service; and a "cost and design customers network" service, plus five component tasks: "capture customer details" 612; "capture customer requirements" 611; "identify service requirements profile" 614; "identify service" 613; and "provide quote" 615.

The legal advice service is offered as a "regular" service (the types of
25 service offered are explained in more detail below) by the legal advice agent 64, whereby on a regular basis the legal department will review the customer requests for bespoke services and flag those that are not legal or which pose legal problems.

The vet customer service, provided by the vet customer agent 62, is an
30 "on-demand" service consisting of a single task 621 which vets customers by verifying identity and checking credit worthiness. Typically, the vet customer service would be provided by an out-sourced credit checking agency.

The cost and design customer network service, provided by the cost and design customer network agent 63, costs the bespoke service requested by the customer. This service comprises three tasks and one component service. The tasks are: "analyse requirements" 632; "design network" 631; and "provide
5 quote" 633. These tasks, based on their knowledge of the customer's premises equipment (CPE), provide a quote for the required network. In certain circumstances, the survey customer site service might be utilised to survey the customer's site.

The survey customer site service, provided by the survey customer site
10 agent 65, is a "one-off" service which has to be specifically negotiated for when needed. This service is only required when there are insufficient details on a customer's site for design to commence. The process for providing a quote is exemplified in Figure 7.

The provide customer quote service is typically offered to a
15 telecommunications sales department 600 to support its customer servicing. On receipt of a customer service quote request, the customer service agent 61 will generate a quote for the required service and send it to the customer.

The process is initiated with a customer contacting the customer service division in step 700. The customer details are captured, in step 705, and whilst
20 the customer is being vetted in step 715 the customer's requirements are captured in step 710. If the customer's vetting fails, then the process is terminated by step 720.

The customer's requirements are recorded and mapped against the service portfolio in step 725. If the requirements can be met by a standard off-the-shelf
25 portfolio item then an immediate quote can be offered in steps 730, 735 and 740, after which the service ends. In cases of bespoke service requests, the process is more complex and involves a bid manager.

For bespoke items the bid manager(not shown) further analyses the customer's requirements in step 745, and the legality of the requirements are
30 checked in step 750. In circumstances where a request is possibly illegal the quote process will be suspended pending more information from the customer at step 770. Where a request is definitely illegal, determined by step 760, the process is terminated and the customer informed. For the present purposes, it will

be assumed that the bid manager is a human operator, but it is envisaged that a number of the tasks can be automated.

In order to prepare a network design and a quotation it is necessary to have a detailed plan of existing equipment at the customer's premises. In certain cases plans of the CPE might not exist or be out of date. In such cases the bid manager will determine whether the customer site should be surveyed in step 755. This would typically only be done where the bid value exceeds a certain level (ie the most profitable bids). If required a survey is requested in step 765. Once the required information on customer CPE is available the network is designed in step 775. On completion of the network design and associated costing, the customer will be informed of the service quote in step 740 and the process terminated.

Each activity in this process requires resourcing and has a start and an end point whereby progress can be measured. The choice points in the process indicate which activities require provisioning to operate sequentially. Similarly, there are a number of activities which must/may operate concurrently and which require co-ordinating.

The key role of an agent is to provide a service. A service can be requested (or negotiated for) by another agent, and typically this may result in the transfer of information between the agents. Agents must contain the definitions of how to provide each of the services which it offers. Accordingly, a description for each service is represented in the agent. A service description is made up of two types of primitives:

1. tasks - executed entirely within the control of the agent;
2. services - provided by other agents over the infrastructure.

Tasks and services may be initiated concurrently, and the interaction and communication between them is managed automatically by constraints in the service description. It should be noted that services in turn may be defined recursively in terms of services from other agents, but eventually the definitions will be solely in terms of task.

A service is a packaging of tasks and other (sub-)services that allows an agent to offer (as server) from its agency, or to receive (as client) from another

agent, some functional operation. The service can be re-used as a component of another service. In the present embodiment, a service is a recursive control structure composed of tasks, other (sub-)services and performance parameters. The performance parameters are agreed during a negotiation process between two
5 agents (referred to as client and server respectively). These parameters determine the precise characteristics of an instance of a service upon activation.

In some situations, an agent may need to guarantee the existence and availability of a particular service with some fundamental level of assurance and reliability. This would be defined by the performance parameters. There are three
10 basic levels of service: one-off, which allows a single activation of the service (the time of activation is agreed during negotiation); regular, which allows multiple activations of the service at agreed and pre-scheduled times; and on-demand, which allows activation of the service at and time within an agreed time window.

A service description is created and registered with an agent by a
15 language which supports the formulation of complex concurrent operations. A description comprises a list of statements defining the steps which together define the service. Within the language, each statement expresses both the sub-set of a virtual agency which is to be used and the condition(s) under which control may pass to the next statement. The language also contains primitives to express that
20 tasks or (sub-)services may be executed concurrently, or that they must be run concurrently. In some cases, however, sequential operation is also provided for.

Preferably, the service description language is an interpreted language, and services may therefore be re-defined by a service creator and registered with an agent without extensive re-compilation. For this reason, each of the core modules
25 in an agent includes an interpreter to support the main function of the module (service negotiation, resource management and service/task execution respectively). The language generally combines aspects of declarative non-determinism, which allows an agent to determine dynamically which elements of the virtual agency to employ, and direct procedural control, which allows the
30 service creator to structure and order the language statements.

In use, an agent uses a service description to determine, firstly, how best to negotiate for sub-services in its virtual agency and, secondly, how to manage the execution of those sub-services together with its own tasks (if it has any).

A service can be defined, for example, by the following features:

1. Each service has a unique name.
- 5 2. Each service has a guard. A guard declares information which is required in order to launch the service. There may also be constraints expressed such as that a service may be launched only when some value x is available and is greater than 5, etc.
- 10 3. Each service may have assumptions. An assumption may impose further constraints on information or assign default values (which are then believed but perhaps not yet known).
- 15 4. Each service has a body which describes how the service can be executed.

By way of example, the part of an agent's self-model which contains the service descriptions may be instantiated in the following manner:

```

20       (Service
          :Name PriceForecast
          :Guard (Region, ProductionCapacity, CapacityCompetition, Demand,
                 Experience)
          :Assumption (SalesLevel :Default 100 :Obtain)
25       :Body (Sequence
                 (Parallel
                   (Sequence CreateTable, SetYears (94..96))
                   (Calculate    (Region, ProductionCapacity,
                                 CapacityCompetition, Demand,
30                                   Experience))
                 StoreInTable))

```

This routine states that a price forecast is produced based on information about a region, the production capacity of the company and the capacity of the competition, the demand specified by a client and the experience of a company which is fixed in the services guard. In general, this information will not be
5 available automatically and has to be provided on demand. This will be done by looking up an agent's self and acquaintance models. Most of the information which is not given beforehand might be obtained via launching appropriate services as indicated by a "provided-by" slot. After checking this initial condition (guard), in order to execute the appropriate calculations, the agent will assume that the
10 sales level (in relation to the specified demand) will be 100%. Albeit in order to justify its calculation, the agent will have to launch a service to obtain the definite value of the sales level. When this has been checked, the agent will initiate the service execution, ie it will launch the body.

It should be noted that none of the services in the body needs to be
15 executed by the agent itself. It is likely that the parallel part of the body will be provided by different agents. In general, each of the services in the body will be represented somewhere in the agent's self or acquaintance models. In fact, what the body describes is that a price forecast is provided as a short sequence of services. The first service is a parallel service which is followed by the service
20 "StoreInTable". The parallel service describes the creation of a table in which the years 94 to 96 are initialised. At the same time (in parallel), an agent performs some calculation. When this has been provided successfully, then the results may be stored in the table.

There is a need to define a language that enables the agent to
25 communicate and negotiate. Furthermore, when two or more agents are communicating they must share a common view of the problem domain. The following description provides an example of such a language for negotiation between two peer-level agents each representing their own respective agencies. It will be appreciated, however, that other forms of language would be equally as
30 suitable for this purpose. The generic service/information negotiation structure is as follows.

1. Find/locate (a service or piece of information) - make contact.

2. Ask/explain (what is the form or nature of the service or information)
- get the details.
3. Establish/negotiate (setting a service or receiving some information) -
agree what is to be done.
- 5 4. Execute/review/inform (perform the service or deliver the
information, with the ability to review progress and inform when
necessary) - do what you agreed.
5. Terminate.

10 It is important that this structure applies to both explicit service requests
as well as the more general, implicit service requirement of finding, locating and
managing information within a business. The structure employs the following
primitives, numbered in accordance with the above structure.

- 15 1. CAN (YOU/ANYONE) DO <a service s>
CAN (YOU/ANYONE) PROVIDE <information i>
--> >return list of service/information providers

20 The primitives would be equally applicable in a multi-cast situation
involving department or enterprise based agents and location brokers, as
well as a contract net type of broadcast request for the service. Various
degrees of sophistication could be imagined in terms of the details
associated with the location of the service provider dependant upon the
type of models that are developed for agents themselves. These
25 primitives can be summarised as saying "WHO" can do this and "WHERE"
they are.

2. SERVICE DETAILS <ask agent a, regarding service s>
INFORMATION DETAILS <ask agent a, regarding information i>
30 --> >return list of <inputs required>, <outputs given>,
<Optional Resource ("time"/"cost"/"..." estimate>

These primitives let you establish exactly what the service consists of in more detail. It can be summarised as saying "WHAT" can be done. As no global common language is assumed, an essential additional primitive here will be "EXPLAIN <ontology/term>" which will be needed to allow agents to handle new terms.

- 5
3. PROPOSE <agent a, service s, conditions c, optional rationale r>
COUNTER PROPOSE <agent a, service s, conditions c, optional rationale r>
10 REJECT
ACCEPT
-->>return <agreement (working conventions, reporting level, penalties, etc)>

15 These are the basic primitives that allow agents to agree how a service is to be provided. The conditions will be split into "mandatory" and "desirable". The optional rationale and details of service provision should provide agents with the mechanism to break deadlocks arising from "unnecessary" mandatory requirements, or provide novel/alternative forms
20 of service provision. This should allow much more sophisticated forms of negotiation processes to be developed/researched. The key thing to note here is that excepting a proposal, after any modifications (and perhaps nested asking/explanation), results in a specific contract that can then be scheduled to be carried out.

- 25
4. INVOKE <agent a, service s, agreement c>
INFORM (ie notify) <agent a, mode of acknowledgement m>
QUERY/INSPECT <service s>
30 REVIEW <services delivered d>

Services are invoked with respect to some prior agreement, after which the progress can be queried or formally reviewed according to the reporting levels in the contract. If it is necessary for the agents to inform

each other of events (unforeseen or otherwise) then this can be done with the mode of acknowledgement set to "none" or "need acknowledgement" or "re-negotiate". This is a critical primitive that will allow the whole negotiation process to be become nested if necessary.

5

5. TERMINATE <status s, option reason r>

When a service terminates it will either have satisfied its "success" or "delivery" criteria set out in the contractor not. If not, an optional reason should be given for termination.

10

The above description illustrates an embodiment of the present invention suitable for managing business process enactment. The embodiment demonstrates how multiple agents in a distributed computing environment can co-operate to manage both the collection of pertinent information and the tasks and resources which use the information. Such a system potentially speeds up processes within an organisation to provide a better overall service to its internal and external customers as well as the provision of whatever services are available, by running the tasks and resources, particularly by the use of prenegotiated SLAs in virtual agencies.

20

The system provides flexibility in that it is capable of negotiating with a requesting entity over provision of a service, and/or with resources available to it in provision of a service, so as to be able to determine a modified version of a service which is acceptable to the entity, or to find a modified relationship with said resources so as to provide the service.

25

In addition, it is possible for the system to act proactively in information and service provision to the user, for instance in relation to changes affecting potentially requested services by that user.

30

CLAIMS

1. A service provisioning system for use in providing services in a distributed processing environment, said system comprising:
 - 5 an input connected to a distributed processing environment for receiving a service request from an entity;
 - a response output connected to said distributed processing environment for providing a response to the entity;
 - processing means to process the service request and provide a response
 - 10 thereto; and
 - means to access an up-datable data store for storing parameter(s) indicative of the available capacity of the system to provide the service,
 - wherein the processing means is adapted to decide, substantially on the basis of data held in the data store, whether to provide a service, to propose
 - 15 conditions under which the system is willing to provide a service or to decline to provide a service.
2. A system according to claim 1, wherein the way in which the processing means is adapted to make a decision is that the processing means is adapted to
 - 20 process a service request by accessing one or more parameters in the data store, processing the request using the one or more parameters, and producing a response at the output, which response is selected from indications that
 - a) sufficient capacity is available to provide the service;
 - b) insufficient capacity is available to provide the service; and
 - 25 c) sufficient capacity is available to provide the service if modified, together with associated modifications.
3. A system according to either one of the preceding claims, comprising a control output connected by said distributed processing environment to one or
- 30 more tasks and/or resources required to provide the service.

4. A system according to claim 3, wherein the processing means is adapted to receive data from the tasks and/or resource(s) for use in updating the data store.
- 5 5. A system according to claim 4, wherein said data includes task/resource performance and/or task/resource status data.
6. A system according to any one of the preceding claims, comprising a request output connected to said distributed processing environment for requesting
10 a component service from another entity.
7. A system according to any one of claims 3 to 6, comprising means for scheduling tasks/resources to provide a service.
- 15 8. A system according to either claim 6 or claim 7, comprising means for scheduling a component service to provide a requested service.
9. A system according to claim 7 or claim 8, wherein the processing means is adapted, in response to a failure by a scheduling means to schedule a
20 task/resource or component service, to: re-schedule the task/resource/component service; transmit a message to the entity that the originally requested service can only be provided under different conditions; re-locate the service with another service providing entity; or indicate to the entity that the service cannot be provided.
- 25
10. A system according to any of claims 7 to 9, wherein the processing means is adapted, in response to the inability of a resource or component service to be completed successfully, to: re-schedule the task/service; transmit a message to the entity that the originally requested service can only be provided under
30 different conditions; re-locate the service with another service providing entity; or indicate to the entity that the service cannot be provided.

11. A service provisioning system, said system comprising means for negotiating with another entity, in response to a request from said other entity, to provide a service and means for accessing one or more resources available for use by the system to provide a service, said negotiating means including data about
5 said system relating to a measure of the current system capacity to provide a service, and being arranged to negotiate substantially on the basis of said data to provide a service in response to a request.
12. A system according to claim 11, comprising means to update said
10 information on the basis of the past performance of the system.
13. A system according to either claim 11 or claim 12, comprising means to schedule resource(s) for use by the system necessary to provide a service.
- 15 14. A system according to claim 13, comprising means to initiate the negotiating means to re-open negotiation with the entity which requested the service in the event one or more resources cannot be scheduled.
- 20 15. A system according to any one of the preceding claims, arranged to provide more than one instance of a service, and/or of a negotiation for a service, to one or more requesting entities concurrently.
- 25 16. A system according to any one of the preceding claims, further comprising a data store containing data relating to the services offered by the system and to one or more entities which have an interest in receiving information relating to enactment of one or more of said services, means to access said data store in response to a service request and establish that information should be transmitted to one or more of said entities and means to transmit said information to said entities.
- 30 17. A system according to claim 16, wherein said means to transmit are operable in the absence of a specific request to transmit the information from the entities.

18. A distributed computing environment comprising plural systems according to any one of the preceding claims connected by a communications network, wherein at least one of said systems is arranged to provide more than one instance
5 of a service, or of a negotiation for a service, to one or more requesting systems concurrently.

19. A distributed computing environment according to claim 18, wherein each of said systems is associated with one of a plurality of organisations, said
10 organisations together defining a virtual organisation.

20. A distributed computing environment according to claim 19, wherein the virtual organisation exists for a pre-determined period.

15 21. A method of business process enactment, said method being implemented in a distributed computing environment including at least one service provider and at least one service requester, said service provider comprising an input to receive a request from the or any service requester within said environment, an output to provide a response to said service requester, processing means to process said
20 request to determine the nature of said response, means to access an up-datable data store for storing parameters indicative of the present capacity of the service provider to provide the service, and a control output to one or more resources in the environment available for use by said service provider, wherein the processing means determines the nature of said response on the basis of the data stored in
25 the data store.

22. A method according to claim 21, wherein, in the event a service provider and a service requester agree a contract to provide and accept a service respectively, a copy of the contract is stored as a data structure representing the
30 terms and conditions of the contract by both the service provider and the service requester.

23. A service provision system for use in distributed processing environments, said system comprising:
- an input for receiving a service request;
 - service request processing means for identifying component processes for
 - 5 use in provisioning the requested service;
 - negotiation means for use in establishing conditions applicable to provision of those component processes;
 - means to access an up-datable data store for storing conditions when established; and
 - 10 an output for providing a response to the service request, said response comprising an indication of availability of the requested service;
- wherein the processing means is adapted to process a service request by accessing one or more of the conditions in the data store, processing the request
- 15 using the one or more conditions, and producing said response.
24. A system according to Claim 23 wherein one or more of said conditions may have an associated expiry time for storage in the data store.
- 20 25. A system according to Claim 24 wherein the processing means is adapted to detect an expired or absent condition in the data store, which condition is applicable to a component process for the provision of a requested service, and to trigger the negotiation means to establish a substitute condition.
- 25 26. A system according to any one of Claims 23 to 25 which further comprises initiation means to initiate one or more component processes in provision of a requested service.
27. A method of providing a service, in a communications environment, which
- 30 comprises receiving a request for a service, accessing one or more stored parameters indicating availability of the service, providing an output based on the parameter(s) and subsequently scheduling resources and processing capacity for provision of the service.

Fig.1.

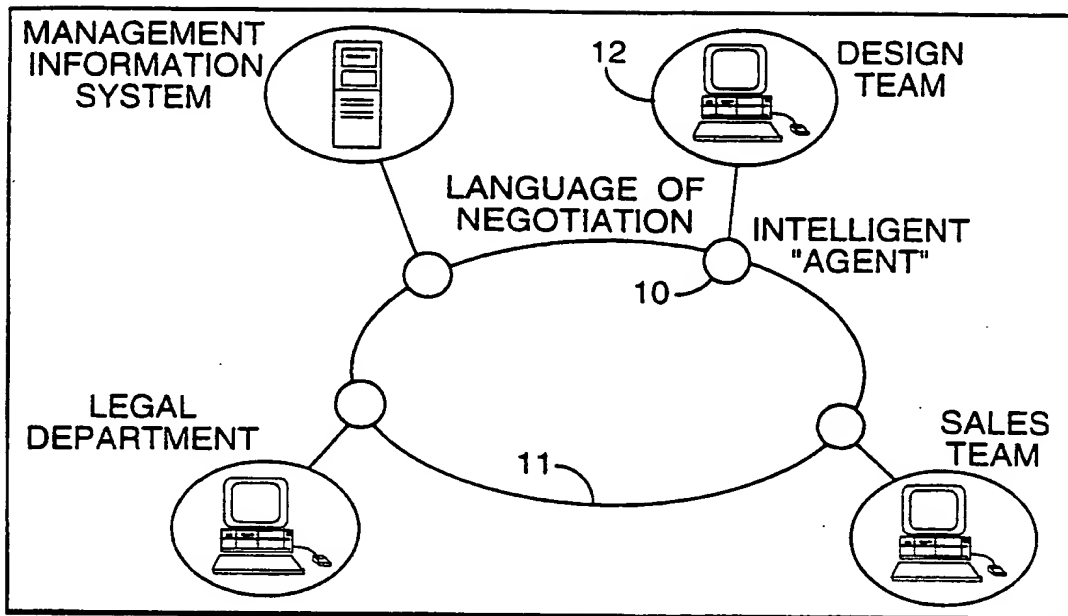


Fig.2.

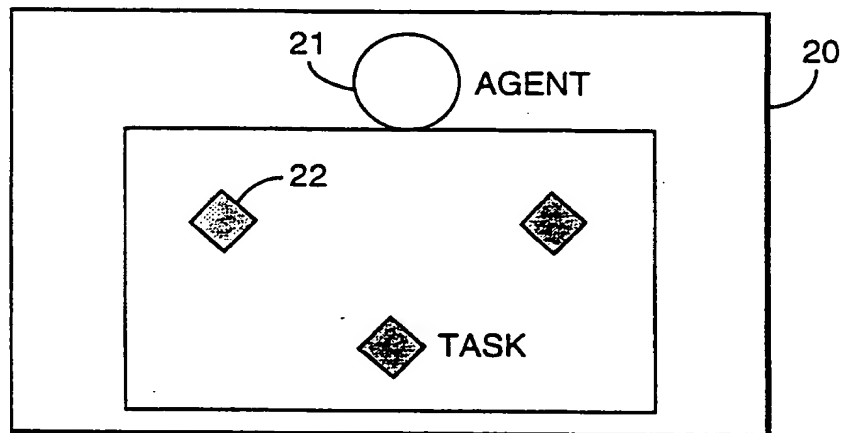


Fig.3.

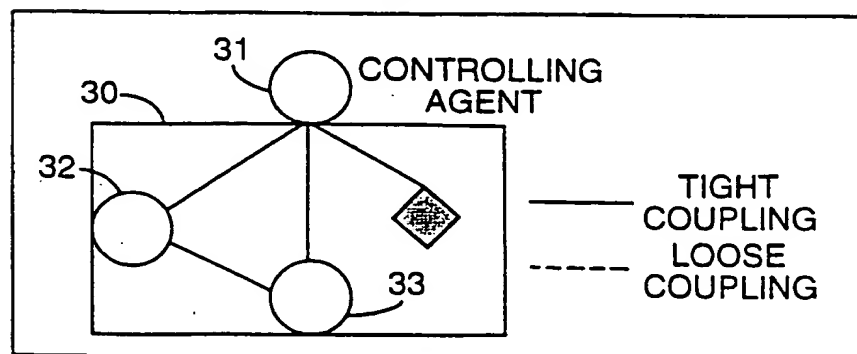


Fig.4.

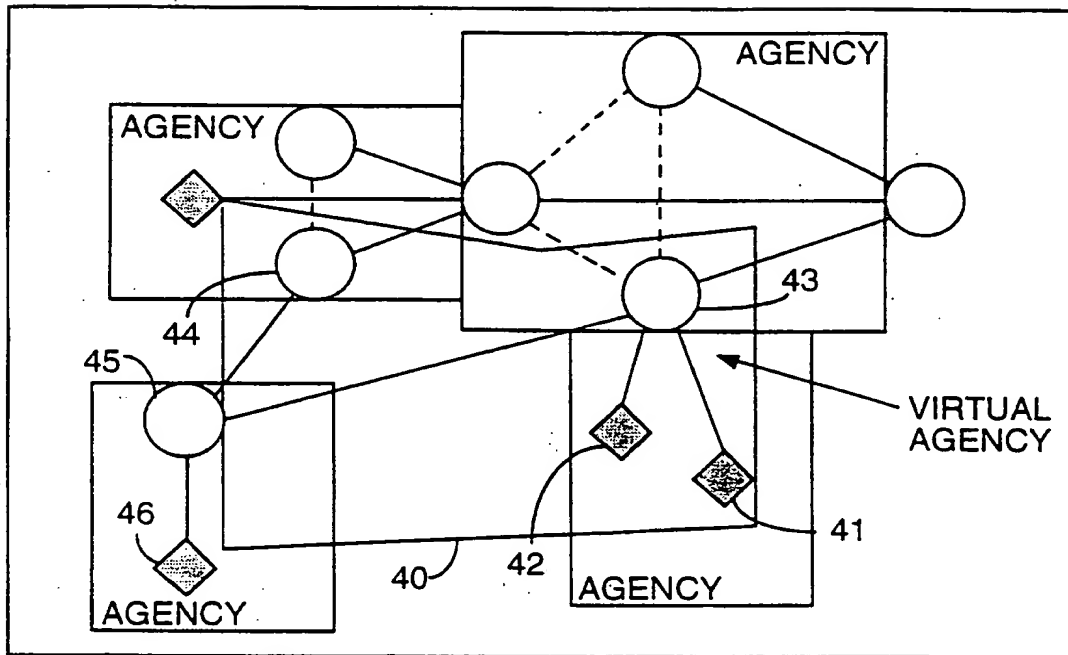


Fig.5.

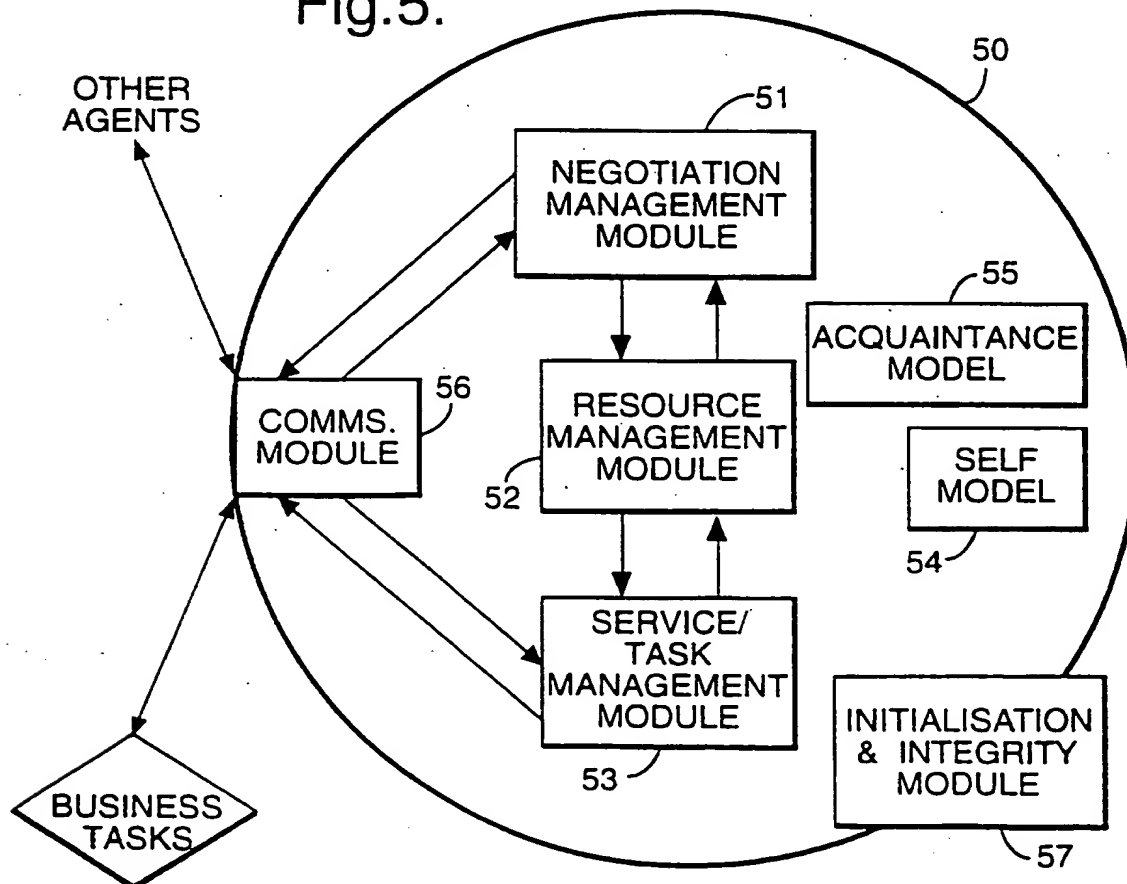


Fig. 6.

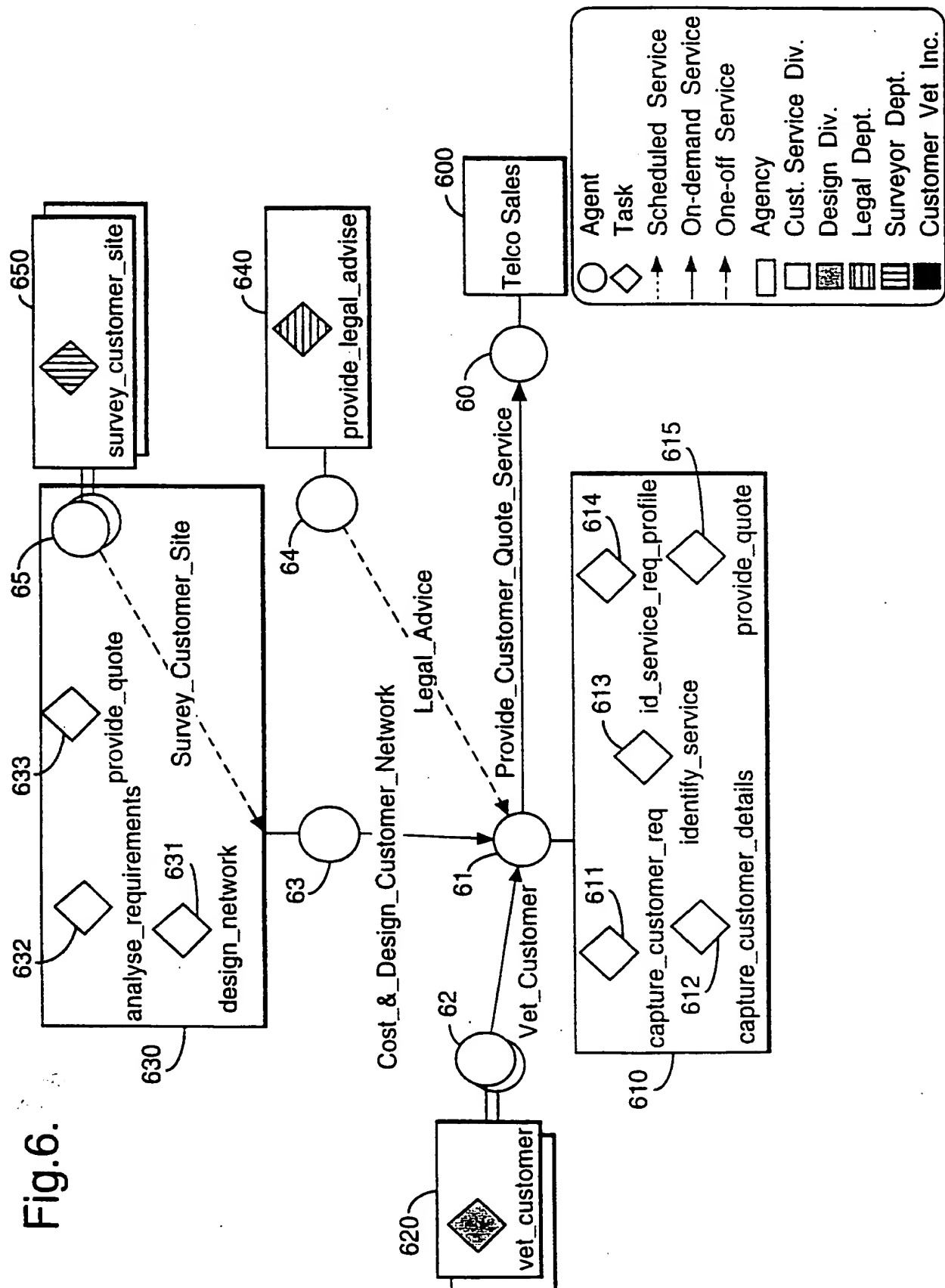


Fig.7.

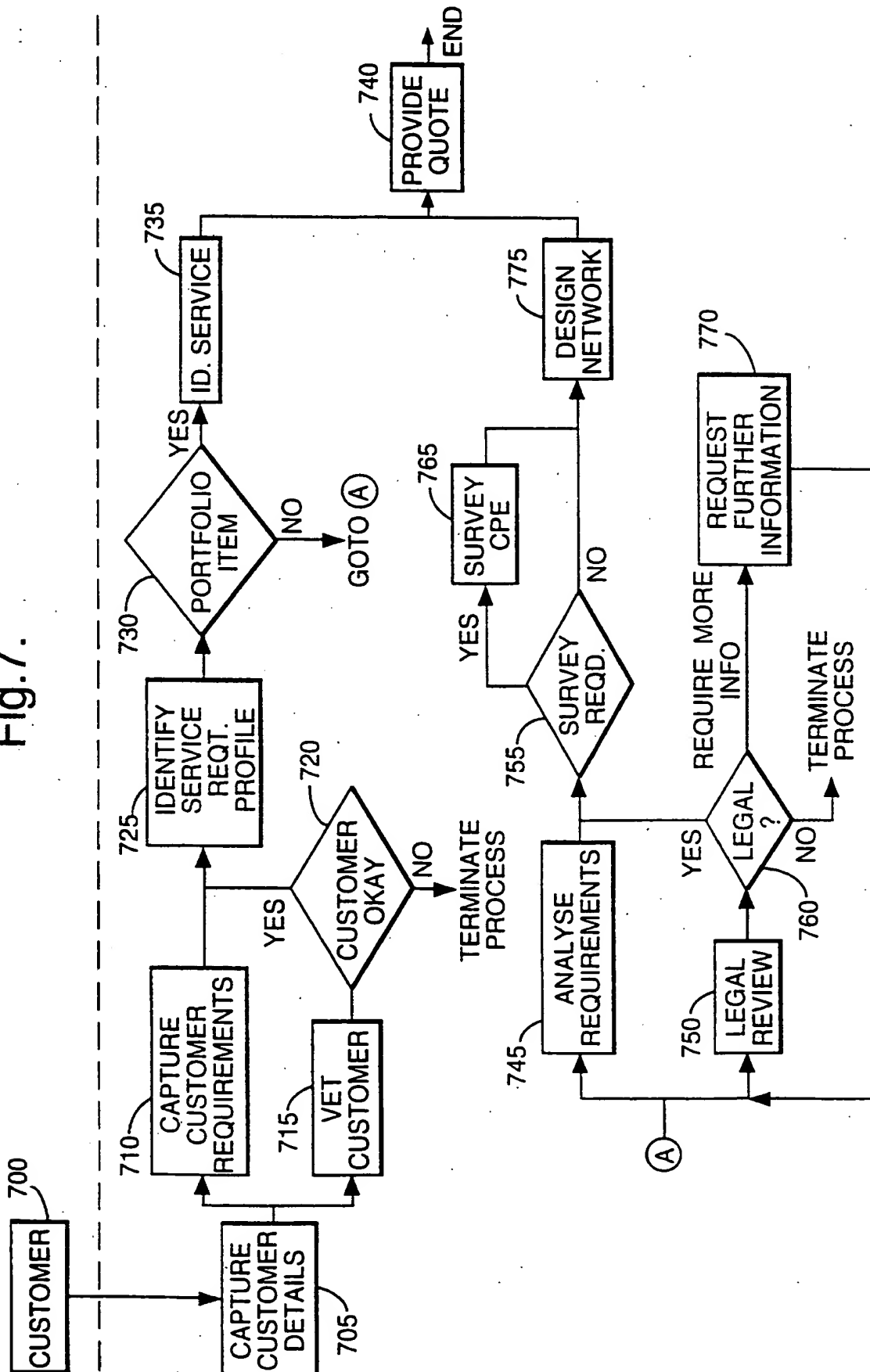


Fig.8.

